



**HumanAbility**

**CHC Case Management  
Review**

**Consultation Strategy  
Oct 2024**

## Table of Contents

<b>1. Introduction</b>	<b>3</b>
<b>1.1 Project details</b>	<b>3</b>
<b>1.2 Purpose of the Consultation Strategy</b>	<b>3</b>
<b>1.3 Audience</b>	<b>3</b>
<b>2. Background</b>	<b>3</b>
<b>2.1 Project overview</b>	<b>3</b>
<b>2.2 Importance of stakeholder engagement for project success</b>	<b>5</b>
<b>3. Stakeholder engagement objectives and scope</b>	<b>5</b>
<b>3.1 Stakeholder engagement objectives</b>	<b>5</b>
<b>3.2 Scope of stakeholder engagement activities</b>	<b>5</b>
<b>4. Stakeholder identification and analysis</b>	<b>6</b>
<b>4.1 Stakeholder identification</b>	<b>6</b>
<b>4.2 Stakeholder groups and involvement</b>	<b>6</b>
<b>5. Strategic approach</b>	<b>8</b>
<b>5.1 Engagement methods</b>	<b>8</b>
<b>5.2 Timing</b>	<b>9</b>
<b>5.3 Consultation questions</b>	<b>11</b>
<b>6. Communications</b>	<b>11</b>
<b>6.1 Communications objectives</b>	<b>11</b>
<b>6.2 Communications methods</b>	<b>11</b>
<b>7. Feedback and Consultation Log</b>	<b>12</b>
<b>8. Evaluation of Consultation Strategy</b>	<b>13</b>

# 1. Introduction

## 1.1 Project details

Project full name and code:	CHC Adjustment of packaging rules to move CHCCSM013 from the core of 3 Diplomas to elective banks
Project shortform name:	CHC Case Management
Project Manager:	Eleanor Ravenarki
Consultation Manager:	Dan Waters

## 1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy is to support the CHS Case Management Project regarding the adjustment of packaging rules to move CHCCSM013 from the core of 3 Diplomas to elective banks. The strategy includes identification and mapping of key stakeholder groups, and outlines consultation objectives, methods and timing of consultation activities. It also includes communication objectives, methods and an action plan for each stage of the project.

The strategy is underpinned by the HumanAbility Stakeholder Engagement Plan and Engagement Principles.

## 1.3 Audience

The audience for this strategy is the Project Manager, Technical Committee, Consultation Manager, Project Team, Department of Employment and Workplace Relations (DEWR) and key stakeholder groups.

# 2. Background

## 2.1 Project overview

In response to various stakeholders writing letters to Minister O'Connor regarding key issues with the inclusion of the unit *CHCCSM013 Facilitate and review case management* in the core of three Diploma qualifications, DEWR facilitated a meeting with HumanAbility and relevant stakeholders on the 15 May 2024 to discuss:

- Unit *CHCCSM013 Facilitate and review case management* (release 2) work placement requirements of 100 hours of work within the workplace that is independent of any other hours required in any other unit of competency listed within each qualification
- Packaging rules for the qualifications; *CHC50321 Diploma of Child, Youth and Family Intervention*; *CHC50421 Diploma of Youth Work*; and *CHC52021 Diploma of Community Services*; which all have the unit CHCCSM013 in the core of the qualification.
- The inability of some state and territory jurisdictions to provide practical placement to Diploma students due to regulatory requirements that specify an individual must hold a minimum of bachelor-level qualification to perform case management.

- The expiry dates for RTOs to transition from the old qualifications to the new versions:
  - *CHC50321 Diploma of Child, Youth and Family Intervention* (31 July 2024)
  - *CHC50421 Diploma of Youth Work* (31 July 2024)
  - *CHC52021 Diploma of Community Services* (31 December 2024)

Two of the attendees at the meeting were Luke Twyford, Principal Commissioner, Queensland Child and Family Commission, and Steve Kinmond Children’s Commissioner NSW. Both indicated that in their respective states, diploma level students are not able to access a work placement. The implication of this is no students undertaking the three affected diplomas will be able to graduate in these two states.

Community Services stakeholders at this meeting included:

Thomas Allsop, CEO, PeakCare Queensland Inc  
 David Bradford, CEO, DaV’ange Group Pty Ltd, Bradford Institute of Advanced Education  
 Rob Ryan, CEO, Parenting Research Centre  
 Luke Twyford, Principal Commissioner, Queensland Child and Family Commission  
 Shelley Wall, CEO, Infinity Community Services and Chair – National Therapeutic Residential Care Alliance  
 Simon Walsh, CEO – Allambi Care and Board Member (ACWA)  
 Steve Kinmond, Children’s Commissioner, NSW

This group were considered in the formation of the Technical Committee for this project.

Concerns raised at this meeting were also raised by three Western Australian TAFE institutes: North Metropolitan TAFE, Central Regional TAFE, and South Metropolitan TAFE. The TAFEs advised HumanAbility that industry had advised them that they were unable to provide a case management work placement that meets the unit requirements that students work autonomously rather than under supervision. The TAFEs indicated that these concerns were raised at the time of developing these qualifications, but the feedback had not been incorporated into the final design.

The number of RTOs currently with the new qualifications that potentially will be impacted by this issue are:

- *CHC50321 Diploma of Child, Youth and Family Intervention* (18 RTOs)
- *CHC52021 Diploma of Community Services* (345 RTOs)
- *CHC50421 Diploma of Youth Work* (23 RTOs)

The most recent NCVER enrolment data is for 2022. There were no enrolments in any of the three new qualifications in that year. Students were still enrolled in the previous version of the qualification. To provide an indication of the popularity for these three qualifications, below is the NCVER enrolment data for the period 2018 to 2022.

**Table 1: NCVER enrolment data for the period 2018 to 2022**

<b>Qualification</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<i>CHC50313 Diploma of Child, Youth and Family Intervention</i>	190	270	240	265	280
<i>CHC50413 Diploma of Youth Work</i>	530	380	205	350	260
<i>CHC52015 Diploma of Community Services</i>	4,105	4,790	5,050	6,760	8,465

The agreed outcomes of the meeting were that:

- A request be made to ASQA, seeking a further transition extension for the three affected qualifications. ASQA have subsequently extended the transition period for all three qualifications to the 31 July 2025 for currently enrolled students only, understanding that a fast-track project will be progressed to address the identified issue.
- HumanAbility would submit an activity submission for a fast-track project to review the work placement requirement for *CHCCSM013 Facilitate and review case management*. This would include consultation on whether the unit should be moved to the elective banks for three concerned qualifications. This work would be considered a fast-track project, following the TPOF, as the change is considered major. The activity will be restricted to considering CHCCSM013 and not be expanded to a full review of the qualifications. It should be noted a full review of the Diploma of Community Services is currently going through an approval process. The full review would not be expected to be completed before December 2025.

## 2.2 Importance of stakeholder engagement for project success

HumanAbility is committed to widespread engagement in all its activities to ensure a diverse range of views and voices are heard, and a variety of mechanisms/channels are used to engage target audiences.

Successful stakeholder engagement is critical to the project. It is important to hear from a diverse range of voices, including training providers, employers, industry bodies, unions, and government agencies.

HumanAbility will engage with key stakeholders through consultation activities to gather insights and feedback that will play an important role in shaping the project and informing changes.

## 3. Stakeholder engagement objectives and scope

### 3.1 Stakeholder engagement objectives

- Establish and coordinate a Technical Committee with representatives from key stakeholder groups, including training providers, employers, unions, industry bodies, and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors, including training providers, employers and workers, unions, industry bodies, government agencies and students.
- Gather diverse perspectives and insights to inform changes to the packaging rules.
- Provide effective, timely and transparent communication with stakeholders about consultation opportunities, progress, and outcomes of the project.
- Ensure stakeholders feel valued, included and heard throughout the project.
- Monitor and review the impact of the project.

### 3.2 Scope of stakeholder engagement activities

#### In Scope

- Consultation with key stakeholders regarding the review of the work placement requirement for *CHCCSM013 Facilitate and review case management*. This would

include consultation on whether the unit should be moved to the elective banks for three concerned qualifications.

- Engagement methods and schedule of activities as outlined in Section 5.

#### Out of Scope

- Engagement methods and activities outside of the project lifecycle and/or not listed under Section 5.

## 4. Stakeholder identification and analysis

### 4.1 Stakeholder identification

Stakeholder groups have been identified and mapped in accordance with the International Association of Public Participation (IAP2) principles and practices of engagement.

Table 4.2, below, outlines the key stakeholder groups, organisations and the benefits of their involvement.

The mapping exercise identifies how we will engage with each stakeholder group and what methods will be applied - as outlined in Section 5.

Further stakeholder analysis, in consultation with the Technical Committee, will identify key stakeholder organisations and individuals to consult throughout the project lifecycle, including the methods of engagement.

A consultation log will be developed and made available at the end of the project.

### 4.2 Stakeholder groups and involvement

Stakeholder group	Organisations	Benefits of involvement
Consultation with Human (Community) Services Industry Advisory Committee		Direct experience and understanding of the impact Case Management has on the qualifications and the workforce.  Provide advice to HumanAbility via expert representatives across the sector
Technical Committee with expert representatives from across the sector	The below stakeholders were invited to nominate a member for the Technical Committee.  -Insight Training Group -North Metropolitan TAFE -EQUALS -PeakCare -The Australian Community Workers Association (ACWA)	Direct experience and understanding of the Case Management Unit and the issues associated with implementation.  Provide advice to HumanAbility as expert representatives from across the sector

	<p>-JMJ Disability Services Katherine          -Allambicare          -UnitingCare Qld          -MacKillop Family Services          -Independent Tertiary Education Council Australia (ITECA)</p> <p>This committee includes community services stakeholders that raised the issue</p> <p><i>Note: See the Terms of Reference on the website for the full membership list</i></p>	
<p>Training providers, including public and private providers – TAFEs, private RTOs, and employers/organisations.</p>	<p>All TAFEs and RTOs with CHC50321, CHC52021, CHC50421 on scope will be invited to provide input via virtual workshop or feedback via website. This includes circa 400 organisations.</p> <p>TAFE Directors Australia</p> <p>Independent Tertiary Education Council Australia</p>	<p>Direct experience and understanding of the unit, qualifications and needs of the industry</p>
<p>Assurance and regulatory bodies</p>		<p>Have direct influence on the training systems</p>
<p>Industry peak bodies</p>	<p>Australian Council of Social Service</p> <p>The Australian Community Workers Association</p> <p>Child and Family Welfare Association of Australia Inc.</p> <p>Secretariat of National Aboriginal and Islander Child Care</p> <p>National Therapeutic Residential Care Alliance</p> <p>CREATE Foundation</p>	<p>Advocate for improved training and pathway opportunities.</p>
<p>Unions</p>	<p>Australian Services Union</p>	<p>Advocate for improved training and pathway opportunities</p>

Relevant commonwealth, state and territory government departments, along with the skills and training departments	DEWR All State and Territory Training Authorities	Understanding of the issues regarding unit, qualifications and implementation issues.
Employers	All employers listed in Human (Community) Services: - On HumanAbility's Stakeholder Database - That sign up for project updates via the HumanAbility Website	Direct experience in attracting, recruiting, and retaining the workforce
Subject matter experts (SMEs) across the sector	Names of SMEs to be invited to provide feedback by members of the Technical Committee	Direct experience in attracting, recruiting, and retaining the workforce
Priority cohort - Aboriginal and Torres Strait Islanders	Secretariat of National Aboriginal and Islander Child Care	Provides First Nations people with the opportunity to actively contribute to project outcomes.
Industry Training Advisory Boards	-Community Services and Health Industry Training Advisory Body NSW -CommunitySkills WA -CheckUP Australia -Victorian Skills Authority -Industry Skills Advisory Council NT -Skills SA -Skills Tasmania	Understanding of the qualifications and impacts of issue. Will be able to share updates within their relevant networks.

## 5. Strategic approach

### 5.1 Engagement methods

Method	Purpose	Who	Timing
Consultation with Human (Community) Services Industry Advisory Committee	To provide feedback on project deliverables.	Human (Community) Services Industry Advisory Committee	At scheduled IAC meetings (during the lifecycle of the project)
Consultation with the Technical Committee	To support development, and provide advice on project deliverables. The Committee will include subject matter experts from key stakeholder groups and national coverage.	As listed in section 4.2	As needed throughout the project lifecycle: Meetings planned for: 17-31 October, 2-9 December.
Online portal	To engage all participants.	All stakeholders	1-29 November 2024



(consultation tool) on the HumanAbility website	This is a two-way channel that enables project documents, including a consultation paper and consultation log to be publicly available and capture stakeholder feedback, comments, and submissions.		
Consultation workshops – online	To facilitate group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications  5 virtual workshops will be offered for all stakeholders	All interested stakeholders	11-29 November 2024
Reporting	Submission of reports to DEWR for feedback/input		Project Plan and Consultation Plan (16 Oct 2024)  Draft submission submitted to DEWR (6-10 Jan 2025)  Additional information as needed (21 Feb 2025)

## 5.2 Timing

Project stage	Scheduled Start Date	Scheduled End Date	Key Deliverables
<b>Stage 1</b> Project set up (4 weeks)	19 Sep '24	16 Oct '24	<ul style="list-style-type: none"> <li>Establish project management team and resources</li> <li>Establish Technical Committee (TC) and seek feedback on draft consultation plan</li> <li>Develop and submit a project plan and consultation plan</li> <li>Create a project page on website, publishing the consultation plan and timelines.</li> <li>Notify SROs, Assurance Body and other relevant stakeholders that the project has commenced</li> </ul>
<b>Stage 2</b> Initial development (2 weeks)	17 Oct '24	31 Oct '24	<ul style="list-style-type: none"> <li>Develop consultation paper and prepare draft qualification documentation</li> <li>Hold Technical Committee meeting seeking feedback on consultation paper and draft documentation</li> </ul>

			<ul style="list-style-type: none"> <li>• Set up consultation log</li> </ul>
<b>Stage 3</b> Public and government consultation (4 weeks)	1 Nov '24	29 Nov '24	<ul style="list-style-type: none"> <li>• Upload to HumanAbility's website and publish draft qualifications</li> <li>• Send communique to all key public and government stakeholders including RTOs currently delivering the qualifications that consultation is open and details on how feedback can be submitted</li> <li>• Conduct 5 virtual workshops</li> <li>• Individuals will also have the opportunity to submit feedback on the proposed changes via HumanAbility's website</li> <li>• Consultation log made visible on HumanAbility's website with the log regularly updated with feedback</li> </ul>
<b>Stage 4</b> Incorporating feedback (1 week)	2 Dec '24	9 Dec '24	<ul style="list-style-type: none"> <li>• Review all feedback received, and update the consultation register and actions taken including justification where required</li> <li>• Meet with the Technical Committee, seeking advice on conflicting stakeholder feedback and proposed treatments (if required)</li> <li>• Update the consultation register and actions taken including justification where required</li> <li>• Summary of consultation feedback and actions taken published on HumanAbility's website</li> <li>• Draft qualifications finalised.</li> </ul>
<b>Stage 5</b> Senior Official's Check (4 weeks – may require longer due to Christmas shut down)	9 Dec '24	3 Jan '25	<ul style="list-style-type: none"> <li>• Consultation held with Commonwealth and state/territory Senior Responsible Officers</li> <li>• Feedback incorporated into final documentation</li> </ul>
<b>Stage 6</b> Finalisation and Submission to Assurance Body (1 week)	6 Jan '25	10 Jan '25	<ul style="list-style-type: none"> <li>• Internal QA of materials conducted</li> <li>• Qualifications uploaded onto the VET National Training Register in draft format</li> <li>• Companion volume updated to reflect changes to the Training Package including mapping information</li> <li>• Draft submission finalised and submitted to the Assurance Body for consideration.</li> </ul>
<b>Stage 7</b> Assurance Body and Skills	13 Jan '25	21 Feb '25	<ul style="list-style-type: none"> <li>• Provision of additional information the Assurance Body may require</li> </ul>

Ministers' Endorsement (6 weeks)			<ul style="list-style-type: none"> <li>• Approval from Training Package Assurance Body obtained</li> <li>• Submission presented to Skills Ministers for endorsement</li> <li>• Endorsed training products and associated companion volume released on the VET National Training Register</li> <li>• HumanAbility website updated with final outcomes of the project</li> <li>• Communique sent to all RTOs delivering the qualifications and unit and ASQA advising that the new training package components have been released</li> </ul>
----------------------------------	--	--	--

### 5.3 Consultation questions

- Consultation questions will be developed by the project team and refined by the Technical Committee.
- Consultation with stakeholders will be structured to:
  - Understand the current challenges, opportunities and potential solutions.
  - Identify and inform any changes to the packaging rules, or units of competency.
  - Provide advice on the development of resources, guidance on delivery and pathways information.

## 6. Communications

### 6.1 Communications objectives

- Raise awareness of the project and its objectives among stakeholders.
- Promote consultation opportunities, key dates, project progress and outcomes to stakeholders through a variety of communications channels.
- Foster the involvement of a diverse range of stakeholders to gather rich and valuable industry insights, experience and expertise to inform the project
- Build trust and credibility with stakeholders through effective, timely, transparent and accessible communications.

### 6.2 Communications methods

Communications channel / tool	Purpose / Details
Internal communication (meetings/email)	To keep internal stakeholders informed of project updates
Key messages	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels

Information sheet	To outline the key details of the project, timelines, consultation activities and how to participate. Include QR Code and link to website/project page.
HumanAbility website	To provide a dedicated webpage where all project information and activities can be accessed easily. This webpage will include an engagement portal for stakeholders to register interest, provide submissions and feedback, and access project updates.
Email/email template or campaign/mail merge	To send emails/email template letters, information and updates to stakeholders to participate in consultation / share consultation opportunities.
News alerts	To provide project participants and other key stakeholders with branded news alerts via email when there is a project update.
HumanAbility newsletter articles	To provide project updates in HumanAbility's general newsletter.
Social media	To publish project consultation opportunities, updates, and other activities on HumanAbility's social media channels including LinkedIn, Facebook to reach as many and diverse stakeholders as possible. Social media posts will link to the HumanAbility webpage to encourage engagement on the project. Stakeholders can increase HumanAbility's social media reach by sharing content on their social media channels.
Industry news media	To leverage relationships with key stakeholder organisations with newsletters to share HumanAbility project consultation opportunities and other activities.
Connect and communicate with networks	To contact and link in with industry networks, peak bodies, existing workforce committees/groups and IAC networks to promote the opportunity to participate in the project consultation. Identify and connect with communications departments of industry stakeholders to encourage promotion of consultation activities <ul style="list-style-type: none"> <li>• Email key messages about the project, image/s, information sheet</li> <li>• Tag organisations in social media where relevant – link to website consultation page</li> <li>• Link in with industry events/meetings and hand out material (e.g. info sheet)</li> </ul>
Events/speaking engagements	To host regular HumanAbility events/speaking engagements e.g. via webinar or in person – providing updates to industry and project stakeholders
Resources	To publish resources - the companion volume will be updated to reflect the new qualifications, skill sets and units of competency, along with guidance on delivery, pathways and mapping information.

## 7. Feedback and Consultation Log

Stakeholder feedback will be gathered during the consultation via workshops and interviews/surveys. Stakeholders may also submit feedback via the Training Product Advice Service (web form) and the training product project email address [trainingproducts@humanability.com.au](mailto:trainingproducts@humanability.com.au), which appears on the project page.

Surveys will be the primary mechanism for structured, individual feedback during public consultation. This ensures that feedback can be quantified, analysed qualitatively (thematic analysis) and that the outcomes/response can be tracked as required by the Training Package Organising Framework.

Individual feedback will be captured in the Consultation Log. This also captures the organisation name, stakeholder type, State and the method of communication/consultation. Stakeholder names and contact details will also be collected to enable HumanAbility to clarify and follow up on the feedback if needed. However, these are not included in the published version of the Consultation Log and are not submitted to the funding body.

As the feedback is reviewed, the action taken in response to the feedback will be documented in the Consultation Log. Where feedback is not incorporated, the rationale for this will also be documented.

Where feasible, the themes identified from consultation workshops will be added to the Consultation Log. The Consultation log will be published to the project page after consultations and incorporation of feedback is complete.

## 8. Evaluation of Consultation Strategy

The effectiveness of the Consultation Strategy will be evaluated using the following measures:

- Analysis of stakeholder type and location
- Number of interviews achieved in pre-draft and functional analysis work
- Attendance at consultation workshops
- Number of dedicated website page visits and submissions made in the portal
- Social media posts, engagement and reach (on HumanAbility social media pages and other social media pages)
- Newsletter articles / news items published by stakeholders
- Meetings held / attendance / topics
- An increase in enrolments and completions of the relevant qualifications.

The Technical Committee and Industry Advisory Committee will also be asked to provide advice relating to the effectiveness of the Consultation Strategy in driving project outcomes.